



Leading the way in OEM alternative solutions for over 25 years, Axiom provides robust third-party maintenance to support post warranty, end-of-life and end-of-service life needs. With Axiom Maintenance Services (AMS), IT administrators can extend the life of their IT investments while controlling and lowering IT costs for their networking, server and storage hardware. AMS supplies the labor, parts and expertise needed to repair IT data center environments while providing peace of mind through flexible service levels and best-in-class support.

## WARRANTY SERVICES



- Support for all major OEM brands
- Flexible SLA designed to fit each client's unique needs
- Significant cost savings compared to OEM warranty contracts
- Extended life of IT investments while ensuring system uptime with confidence in consistent support
- Centralized hub to manage all IT service contracts and assets through Cover3IT



# SERVICE LEVELS

Axiom offers flexible Service Level Agreement (SLA) terms designed for users' specific needs. With customized service levels based on each client's IT installation base and objectives, clients are no longer tied to bulky and ineffective annual contracts.

AMS service levels are stated under a standard protocol:

- Hours per day
- Days per week
- Contracted response time in hours

Standard Service Levels:

- 9x5x4
- 24x7x4
- 8x5xNBD
- TAC ONLY
- On-Site Uplift

# SUPPORTING THE TOP BRANDS

## SERVER



## NETWORK



## STORAGE



# CONTRACT MANAGEMENT TOOL



AMS arms you with a cloud-based hybrid contract management tool for all of your AMS, OEM and third-party contracts and assets. With an intuitive interface, Cover3IT enables multiple users to seamlessly manage contracts and assets from their desktop, smartphone or tablet. Plus, email notifications and alerts provide the up-to-date status of each contract, so clients never have to worry about missed expiration dates.

Certifications and support include but are not limited to the listed brands. Please contact your Account Manager for more information on supporting and protecting your hardware.

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